

opentext™

Success story

**Western Cape Government,
Department of Transport
and Public Works**

Industry

- Government

Solution

- OpenText™ Content Suite Platform

Partner Support

- Datacentrix

Results



Empowered staff and clients with visible, predictable processing and positive interaction



Cut average license turnaround from 147 days to 45 days



Complied with mandated deadline for supplier payments



BETTER TOGETHER.

Western Cape Government accelerates reliable service

Department of Transport and Public Works reduces turnaround for licenses and invoice payments for improved efficiencies and service delivery

"We have less of a need to respond to complaints, which allows our management team to focus on further improving service delivery to our clients."

Yasir Ahmed

Chief Director for Transport Regulation
Western Cape Government,
Department of Transport and Public Works

Western Cape, a province in South Africa, is home to thriving tourism and close to six million citizens. The Department of Transport and Public Works, one of 13 departments in the Western Cape Government, builds and maintains roads and buildings and works to ensure safe, efficient transport. It relies on the OpenText™ Content Suite Platform to deliver reliable service to its clients.

Paper processing delays

The Department of Transport and Public Works manages large projects and serves a diverse community. For instance, all public transport operators—from taxi drivers to touring coach operators—rely on the Department to grant licenses. ***“These are often small businesses,”*** said Yasir Ahmed, chief director for Transport Regulation. ***“If they don’t have operating licenses, their vehicles could be impounded. They are dependent on my department to process applications within 60 days.”***

Paper-based processing was inefficient and costly. The average turnaround for licenses stretched closer to 147 days. ***“Applicants would submit paperwork and the documents would be misplaced or lost,”*** Ahmed said.

In addition, the Department did not have a precise way of measuring the turnaround time for individual applications. ***“We had numerous complaints from clients saying that applications were in the system for up to a year, so that was a challenge for us,”*** said Ahmed. ***“As a government department, we needed to ensure that we listened to our clients and provided a service they would be happy with.”***

As operators waited for licenses, paper-based processing also meant suppliers waited for payments. ***“Suppliers really struggled,”*** Ahmed said. ***“They are completely dependent on the cash flow.”***

Electronic repository, consistent updates


The Department of Transport and Public Works brought in OpenText in 2005 as a pilot project, starting with document management and digitizing documents. ***“Since then, the entire Western Cape Government has latched onto OpenText and I’ve seen the benefits based on how it has positively affected the work in our department,”*** said Ahmed.

Ahmed and his team chose OpenText for its capabilities and vision.

“We have around 30,000 users that would have to be served by the system. OpenText provided the scalability we needed for the volume of documents, data and even media that would need to be managed,” said Ahmed. ***“Auditability is also very important. In my department, I needed to ensure that the system we procured would allow me, as a senior manager, to check documents and know how long an application, for instance, has been in the system.”***

To encourage widespread adoption, the Department engaged an OpenText partner, Datacentrix, to implement a multi-faceted change management program. ***“As a government department, it’s easy to instruct: ‘This is the system we are using,’ but that’s not the approach we took,”*** Ahmed said. ***“We worked to have our staff understand what value the system would add to their day-to-day business. As a result, the user uptake was phenomenal.”***

Since introducing OpenText Content Suite for processing the operating licenses, the Department has not misplaced a single file, according to Ahmed. Applicants deliver paperwork, including identification, tax documents and other supporting material. Upon receipt, the documents are digitized, scanned and uploaded into Content Suite by Department officials. ***“In just that first step, we achieved significant time savings,”*** Ahmed said. Replacement copies are unnecessary, reducing filing work for both clients and staff.



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The Department further improved communication with clients through document-centric workflows in Content Suite. When an application is received, Content Suite automatically sends a confirmation via SMS or email to clients. Every step of the process—publish, adjudication and so on—is communicated with similar updates improving overall service delivery within the Department.

As a government entity with thousands of users at all experience levels, the Department credits Datacentrix with skilled support and change management. Friendly competition, awards to internal champions and other initiatives were part of a broad change management program that centered on attainable results. ***“With the process and training Datacentrix implemented, our staff very quickly understood how their lives would be made easier, how the system would benefit them and how it would benefit our clients,”*** Ahmed said.

Faster, Reliable Service

Using Content Suite Platform, the Department of Transport and Public Works cut turnaround time for license applications by more than two-thirds, from an average of 147 days to 45 days. ***“OpenText allows us to track the document from the point of receipt to the point of issuing and we can see where officials are involved in every step of the process,”*** Ahmed said. The Department received an award from Productivity South Africa for improved turnaround times in the management of operating license applications.

Even more gratifying, Ahmed notes, is the improvement in law enforcement as well as transportation and workplace safety. ***“We are able to say confidently to enforcement authorities that any operating license that was meant to be issued has been issued,”*** he said. Reliable processing establishes order and predictability.


In addition, consistency fosters relationships of trust between Department personnel and clients. ***“Every applicant who walks through our doors now understands they will be treated equally. Their documents will not go missing,”*** Ahmed said, noting the tone of interaction is routinely positive.

“Our staff members can now answer questions more effectively and they are more confident in dealing with clients,” he said. The result: less complaints and improved service delivery. ***“We have less of a need to respond to client complaints, which allows our management team to focus on further improving service delivery to our clients.”***

As the Department extends OpenText enterprise content management (ECM) to other areas, additional process efficiencies are gained. The Department handles invoices within Content Suite using a supplier invoice tracking application. ***“We’ve managed to improve the turnaround time, in terms of paying our suppliers, to within 20 to 30 days. That’s been a big achievement,”*** said Ahmed. ***“At the national level, our president instructed that government must pay suppliers within 30 days and I’m glad to say that our department complies.”***

Future Plans

As a transport provider, the Department of Transport and Public Works serves various stakeholders, from municipalities to national government and transport agencies. Ahmed and his team plan to leverage OpenText for centralized business intelligence, as well as expanded online engagement with clients. Ahmed feels confident that OpenText will support their strategy and vision, now and in the future. ***“The scale of OpenText was not what I expected. It’s much bigger,”*** he said. ***“It’s opened my eyes to what is possible.”***



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About Datacentrix

Datacentrix is a complete Information and Communication Technology (ICT) systems integrator that provides solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and equipping customers with valuable business insight. The company has been listed on the main board of the JSE Securities Exchange since 1998 and operates from regional branch offices in Samrand, Cape Town, Port Elizabeth, East London and Durban.



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